

Job Overview:

Service & Maintenance Engineer

Job Title: Service & Maintenance Engineer	Location: Central London	Company: Gratte Brothers Security Systems & Software (GBSM)
Reporting to: Service Account Manager		

Job Purpose:

As Service & Maintenance Engineer, you'll be responsible for attending maintenance calls (both reactive and planned) to rectify issues raised or conduct preventative checks. These calls will be allocated via our Service Help Desk, though you'll also be part of an out-of-hours call rota.

Key Areas of Responsibility:

- Conducting preventative maintenance visits at client properties and documenting the designated tasks carried out
- Being available and on call for the out-of-hours response service which involves responding to client service calls for defined periods across the calendar year
- Attending monthly Service department review meetings
- Complying with NSI, H&S, legislative, company and client standards whilst performing your duties
- Managing, documenting, and communicating with the company the status and level of issued service van stock
- Keeping your allocated company vehicle clean and roadworthy at all times

This is a broad overview of the position and does not encompass all aspects of the role. Gratte Brothers are an equal opportunities employer and welcome applications from all.

Knowledge & Experience:

- At least 3 years' experience in the service and maintenance of large integrated security systems
- Excellent working knowledge of alarms, intruder detection systems, access control, CCTV, intercom, public address and all electronic devices and computing equipment associated with the security industry. Experience in Pelco and C-Cure access control systems is desirable

- An understanding of PC hardware and software platforms is essential. Experience in IP networks and switches is desirable
- Good IT skills to enable productive use of company IT equipment
- Ideally certified in the following systems:
 - C-Cure 9000
 - Paxton
 - Gallagher
 - Lenel
 - Milestone
 - Pelco (Endura 1 & 2)
 - Video Expert
 - HIKVision
 - Videoedge
 - Honeywell (Galaxy)
 - Texecom
 - Commend
 - Urmet
 - BPT

Attributes & Skills:

- A positive, enthusiastic attitude
- Superior technical knowledge
- Ability to converse with technical and non-technically minded people to resolve issues, using technical/procedural knowledge to correctly address a situation
- Ability to work in an efficient and timely manner
- Excellent attention to detail – ensuring accurate and consistent numbers on all paperwork, for example
- A careful and considered approach when it comes to the quality of your own and others' work

Qualifications:

- You'll ideally possess a City & Guilds or NVQ qualification in Electronic Engineering (or equivalent)